Hotpoint Service Offices

SERVICE CALL: If you have a problem with your appliance ring your local Service Office.

SPARES and ACCESSORIES: To purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form then contact your Spares Centre for prices and availability.

Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices and Spares Centres are open between 8.30am-5.00pm Monday to Friday, 8.30am-12.30pm Sats except on Public Holidays.



■ Service Office and Spares Centre
• Service Office only

IRELAND

Northern Ireland:
256 Ormeau Road, Belfast, BT7 2FZ.
Tel: Belfast 647111.

Eire: 35/36 Arran Quay, Dublin 7.
Tel: Dublin 725922.

Spares and accessories may be ordered from either address.

NORTH WEST

- • **KENDAL:** 2B Highgate, LA9 4SX. **Tel: Kendal 24483.**
- • **PRESTON:** 24/25 Cannon Street, PR1 3NR. **Tel: Preston 24311.**
- • **ST. HELENS:** 40 Cowley Hill Lane, WA10 2AD. **Tel: St. Helens 35152.**
- • **ELLESMERE PORT:** 1 Church Parade, L65 2ER. **Tel: 051-356 2141.**
- ■ **STOCKPORT:** 44/46 Station Road, Heaton Mersey, SK4 3QT. **Tel: Service Office 061-442 8677 Spares Centre 061-432 0255.**

WALES

- • **LLANDUDNO JUNCTION:** Conwy Road, LL31 9RZ. **Tel: Deganwy 82626.**
- ■ **BRIDGEND:** 18 Western Avenue, Bridgend Industrial Estate, CF31 3SL. **Tel: Service Office Bridgend 64121 Spares Centre Bridgend 64127.**

WEST MIDLANDS

- • **STOKE-ON-TRENT:** West Avenue, Nelson Estate, Kidsgrove, ST7 1TN. **Tel: Kidsgrove 774511.**
- ■ **ALDRIDGE:** Westgate, WS9 8UX. **Tel: Service Office Aldridge 743374 Spares Centre Aldridge 743377.**

SOUTH MIDLANDS

- • **DIDCOT:** 224 Broadway, OX11 8RS. **Tel: Didcot 817711.** Spares and accessories may be ordered from either Aldridge or Wembley Centres.

SOUTH WEST

- • **BRISTOL:** 3/5 Brislington Hill, Brislington, BS4 5BQ. **Tel: Bristol 714471.**
- • **PLYMOUTH:** 69 Mutley Plain, PL4 6JH. **Tel: Plymouth 262631.**
- ■ **TOTTON:** South Hampshire Industrial Park, Salisbury Road, SO4 3SA. **Tel: Service Office Totton 861981 Spares Centre Totton 867933.**

SCOTLAND

- • **ABERDEEN:** 68 Carden Place, AB1 1UL. **Tel: Aberdeen 642283.**
- • **DUNDEE:** Bannerman House, South Tay Street, DD1 1NR. **Tel: Dundee 28383.**
- • **EDINBURGH:** 35 West Bowling Green Street, Leith, EH6 5NX. **Tel: 031-554 1431.**
- ■ **RENFREW:** West Lodge Road, Blythswood Estate, PA4 9EN. **Tel: Service Office 041-886 6241 Spares Centre 041-886 5611.**

NORTH EAST

- • **NEWCASTLE:** 31 Mosley Street, NE1 1YF. **Tel: Newcastle 2321008**
- • **MIDDLESBROUGH:** 59 Albert Road, TS1 1NG. **Tel: Middlesbrough 248436**
- • **HULL:** Custom House Building, Whitefriargate, HU1 2EU. **Tel: Hull 224777.**
- • **MEXBOROUGH:** Morphy Richards, Swinton Works, S64 8AJ. **Tel: Mexborough 582831.**
- ■ **WETHERBY:** Sandbeck Lane, LS22 4TW. **Tel: Service Office Wetherby 61261/61444 Spares Centre Wetherby 61221.**

EAST MIDLANDS

- • **LINCOLN:** Firth Road, LN6 7BW. **Tel: Lincoln 512300**
- • **LEICESTER:** 65 Belgrave Gate, LE1 3HR. **Tel: Leicester 514455.**
- • **WELLINGBOROUGH:** 39B Cambridge Street, NN8 1DW. **Tel: Wellingborough 223669.**
- ■ **NOTTINGHAM:** Ashling Street, NG2 3JB. **Tel: Service Office Nottingham 862431 Spares Centre Nottingham 860387.**

EASTERN

- • **NORWICH:** 92 Upper St. Giles Street, NR2 1LT. **Tel: Norwich 620581.**
- • **PETERBOROUGH:** Celta Road, PE2 9JB. **Tel: Peterborough 64741.**
- • **LUTON:** 5 Crawley Road, LU1 1HX. **Tel: Luton 452211.**
- • **CHELMSFORD:** Industrial Buildings, Beehive Lane, CM2 9TE. **Tel: Chelmsford 269331.**

Spares and accessories may be ordered from Hotpoint Spares Administration Dept., Celta Road, Peterborough, PE2 9JB. Tel: Peterborough 68989.

LONDON and SOUTH EAST

- • **SUTTON:** 2 St. Nicholas Road, SM1 1EH. **Tel: 01-643 0921**
- • **HAILSHAM:** 1 Kingswood, North Street, BN27 1DQ. **Tel: Hailsham 842733**
- ■ **WEMBLEY:** 68 East Lane, HA9 7PQ. **Tel: Office for S. Herts and Middlesex 01-908 1933 Office for London area 01-904 1250 Spares Centre 01-904 0201.**
- ■ **LARKFIELD:** Larkfield Trading Estate, New Hythe Lane, ME20 6SW. **Tel: Service Office Maidstone 716571 Spares Centre Maidstone 716631.**

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications.

Hotpoint Ltd, Peterborough PE2 9JB, England

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Printed in England B89

USER HANDBOOK FOR OPERATING YOUR GAS HOB MODEL 6440



Hotpoint®

Your new appliance

This handbook gives full instructions for operating your new Hotpoint Hob.

Please read these instructions carefully **before** using the hob for the first time.

For installation please refer to the separate Installation Booklet. Make sure that any electrical wiring is carried out by a qualified electrician and any gas connections are made by an authorised gas fitter.

This appliance has been adjusted for use with natural gas and should not be used on any other gas, eg LPG without first consulting your local Hotpoint Service Office.

WARNING: CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.

Contents

Retention of this Instruction Book

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.

If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.

If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.

Operation

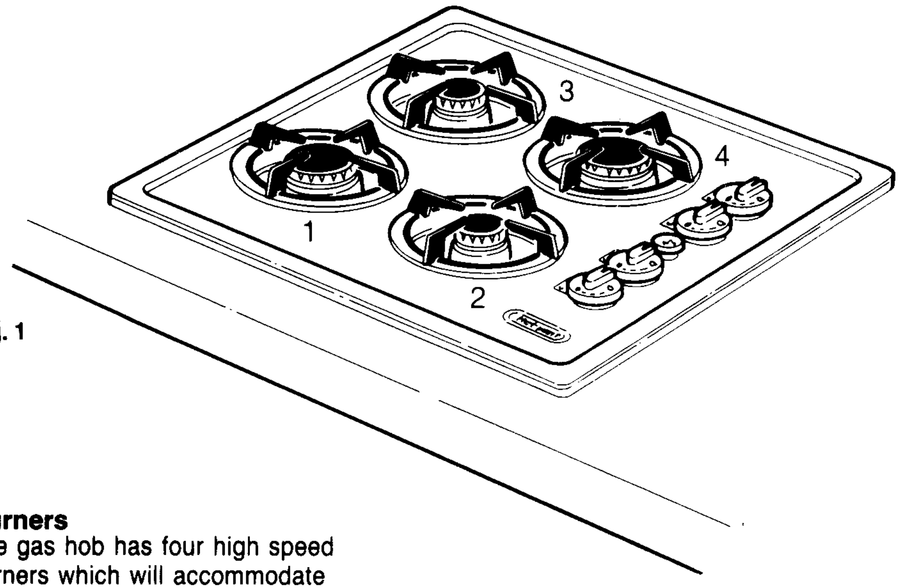


Fig. 1

Burners
The gas hob has four high speed burners which will accommodate pans of between 4" (100mm) and 9" (230mm) in diameter. The left hand front and right hand rear burners (3.0kW) are for fast boiling and the right hand front and left hand rear (1.7kW) are for semi-rapid boiling.
All four burners can be used for simmering without the aid of heat resisting mats or steel plates to spread the heat. Such simmering aids can cause damage to the pan supports and should not be used.
The four pan supports can be interchanged over the burners (Fig. 1). If the pan boils over, it can be moved to another burner to avoid burnt on spillage.
Each burner has an individual spillage tray, so any spillage is confined to that area.

Selecting a Burner
There are two sizes of burner on the gas hob and all burners are easily adjusted to any rate of cooking you need.

The chart given on page 4 is provided as a guide and personal experience will soon familiarise you with the correct burner and setting to use, depending on the size, thickness, material of saucepans and the quantity and type of ingredients being cooked.

Burners
Using the numbers shown in Fig. 1:
Burner numbers 1 and 4 are large and extra powerful burners. Burners 2 and 3 are small burners designed for simmering/slow cooking.
Under certain circumstances a slight 'popping' noise can be heard from the gas hob burners. This is perfectly normal and will not affect the performance of the appliance.

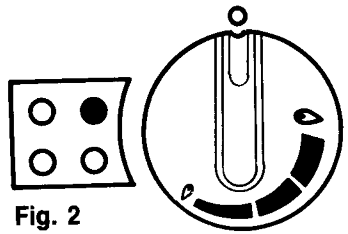
Operation (cont.)

Burner size	Uses	Examples
SMALL	SIMMERING	Stews of fish, poultry and meat – Milk puddings – Steamed puddings – Soups – Boiled joints of meat, eg. ham, mutton, beef – Scrambled eggs – Apple sauce
LARGE	STEADY BOILING	Vegetables Boiling jam after the sugar has been added
	SHALLOW FRYING	Burgers, pancakes, omelettes, bacon, eggs, raw fish
	FAST BOILING	Bringing vegetables to the boil, stir frying, battered fruits, fish and pasta

Control knobs

Each control knob is marked to indicate its position in relation to the two symbols printed on the controls, Fig. 2.

ie.
Full on = 🔥
Minimum or low = 🔥


Fig. 2

To light the burner

First ensure that the gas and electricity supplies are switched on. (The ignition spark will not operate unless the electric supply is on.)

Press in and turn the appropriate burner control anti-clockwise to the full on position denoted by the large flame symbol 🔥 see Fig. 2.

Then press the ignition button * shown in Fig. 3 – to produce a stream of sparks at each burner which lights the gas. If the burner does not light within three seconds then turn the control knob to the off position, denoted by the O symbol.
See Fig. 2 and repeat the process.

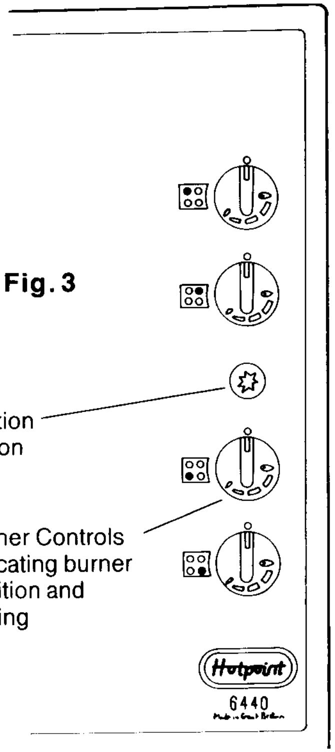


Fig. 3

Hotpoint Service Cover

Hotpoint's Free Five Year Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.

- In the Five Years all replacement parts are **FREE** provided they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which for an annual payment enables you to cover any repair costs which may be necessary.
- All of our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom and must not be tampered with or taken apart by anyone other than our own Service Engineer.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our main Hotpoint Spares Centres (see back page).
- Our Guarantee does not cover the cost of any repair which is needed because of power cuts, accidents or misuse. Nor does it cover the cost of any visit to advise you on the use of the appliance. Please read the instruction book thoroughly.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is done by our own Service Organisation located throughout the United Kingdom and Southern Ireland. They will be happy to deal with any problems.

Hotpoint's Service Care

Whether you have just one or a number of Hotpoint appliances in your kitchen Hotpoint has a range of Service Schemes to give you complete peace of mind.

Service Cover

One annual payment covers you for all repairs for **individual appliances**.
If two or more appliances are covered a 20% reduction is made on each fee. There is also the option of **Service Cover with Maintenance** at an additional cost and both Cover Plans are renewable each year by mutual agreement.
To make sure that you have the opportunity to participate in this Plan, please complete and post the enclosed Application for Hotpoint Service Cover Plan with your remittance to your nearest Hotpoint Service Office.

Cooker Cover

One annual payment covers you for all repairs **for any number of Hotpoint Ovens, Microwaves, Hobs and Cooker Hoods** purchased. There is also the option of **Cooker Cover with Maintenance** at additional cost and both Cover Plans are renewable each year by mutual agreement.

Kitchen Cover

One annual payment covers you for all Repairs and a Maintenance Check for **all Hotpoint appliances owned** which are less than ten years old. Kitchen Cover also covers loss of food up to the value of £250 in our refrigeration and freezer products. Any additional Hotpoint appliances purchased after you have joined **Hotpoint Kitchen Cover** will automatically be included during the current annual period of cover without any further charge.
Full details and costs of these Service Plans can be obtained from your local Service Office (see back page).

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety whether or not they are covered by a Service Plan.

Proof of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (listed on the back page), using the order form enclosed.

General care and maintenance

If any gap is seen between hob and work top, a service engineer should be called.

It is essential to keep all burners clean from any cooking spillages.

The appliance should be serviced every two years.

If you are not satisfied that your hob is working correctly, do not tamper with the controls but contact your local Hotpoint Service Office. (See back page) or your gas supplier.

Spare Parts

Please remember your new appliance is a complex piece of equipment.
'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under Hotpoint's Parts Guarantee.
If you do experience a problem with the appliance don't take risks; call in Hotpoint's own Service Engineer.
The address and telephone number of your nearest Hotpoint Service Office is in your local telephone directory.
Our spare parts are designed exclusively to fit only Hotpoint appliances. Do not use them for any other purpose as you may create a safety hazard.

If your Hob won't work

. . . don't panic
Just run through these quick checks before calling your local Hotpoint Service Office.

1. If the ignition system does not work, check that the mains gas and electricity supply is switched on and the electrodes are clean.
2. If the flame is irregular check that the burner cap is correctly **positioned – see Fig. 5 – and that the flame ports are clear. See notes about cleaning on page 7.**

If, after following these instructions, you are still having problems, contact your nearest Hotpoint Service Office. The telephone number is shown on the back page.

When you contact us we need to know:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number (6440B or 6440P).
5. When it was purchased.

Please put the purchase date here

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Make sure you have all these details before you call and meanwhile switch off the appliance and leave it alone until the Engineer calls.

Operation (cont.)

Cooking



Fig. 4

How to use the Gas Hob

DON'T use a heat resistant mat or anything else between the pan and the gas burner to spread the heat as this will damage the burners.

DON'T use pans that are unstable on a flat work top.

NEVER use split pans, ie. those comprising two or more pans designed to fit together and placed/used over a single burner – as they can be unstable.

Safety

Some **DO's** and **DON'Ts** for safety's sake

DO:– Keep the outside of pans free from fat and oil.
DO:– Dry all food prior to frying and lower slowly into hot fat or oil to avoid spitting and frothing.
DO:– Use lids on saucepans whenever possible.
DO:– Turn down the gas as soon as the pan contents boil.
DO:– Turn off the gas before removing a pan.
DO:– Use a food thermometer and ensure fat or oil does not exceed 190°C.
DO:– Use a deep pan when deep fat frying.

DON'T:– Fill a pan more than one third full of fat or oil.
DON'T:– Leave a pan of fat or oil unattended on a lighted burner.
DON'T:– Light gas until a pan is in position.
DON'T:– Allow burner flames to overspill the base of the pan.
DON'T:– Use a pan which is not completely stable on the pan support.
DON'T:– Overfill pans or kettles.
DON'T:– Leave pan handles in a position where they can be reached by children, easily knocked or burnt by another burner.
DON'T:– Use pans which have damaged handles.
DON'T:– Allow larger size pans to overhang pan supports.
DON'T:– Press the ignition button when any of the burner caps or rings are removed as this may reduce the life of the spark generator.
DON'T:– Use the gas hob to heat the kitchen.
DON'T:– Use the glass surface for chopping and cutting as this will damage the smooth surface.

If you should smell gas, turn off all gas appliances, open windows for good ventilation and telephone your gas supplier or gas board for assistance. **DO NOT USE A NAKED LIGHT.**

Utensils
Any type of flat based kettle or pan from 100mm (4") to 230mm (9") base diameter may be used. **Do not** use pans which are unstable when placed on a flat work-top.
The use of split pans, ie. those comprising two or more pans designed to fit together over a single burner, is not recommended as these can be unstable on the hotplate.
Heat resistant mats should not be used on the pan supports because they may impede burner performance or damage the pan support.

Energy saving hints

Save It Tips
In order to get the best value out of your gas hob, the following ECONOMY TIPS are recommended.
Choose the correct burner for the size of pan (see Fig. 4).
Place pans centrally over the burner.
Always use saucepans with lids.
Turn down the gas as soon as the contents of the pan have boiled.
Only fill kettles or pans with the minimum amount of liquid needed.
Do not light the burner until the pan is in position and turn off the burner before removing the pan.
Cut vegetables into smaller pieces as they cook faster.
Cook more than one vegetable in the same pan eg. carrots and potatoes.
Descale kettles regularly.
Consider using a pressure cooker.

Safety Recommendations for Deep Fat Frying
The following recommendations should be followed:

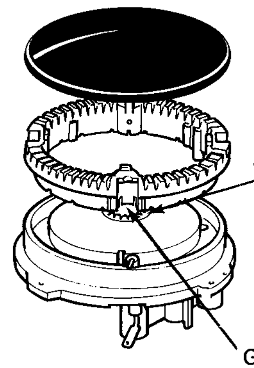
a) **Never** leave the pan unattended on the heat, eg. to answer the telephone.
b) Use a deep pan large enough to cover the cooking zone.
c) **Never** fill the pan more than one third full with oil or fat. On no account mix oil and fat.
d) **Do not** overload the pan by trying to fry too much. The pan containing oil and food should **not** be more than two thirds full.
e) Dry food thoroughly before frying and lower it slowly into the oil.
f) **Do not** use a lid on the pan.
g) Keep the outside of the pan clean and free from fat and oil.
h) **Do not** allow excessive splashing of oil onto the hob.

In the event of a fire follow these steps:
1. If a saucepan or chip pan catches fire **turn off the heat if safe to do so**, using the burner control.
2. **Do not** attempt to move the pan, this may cause the fire to spread to other areas.
3. **Do not** use **water** to put out the fire. If available use only an **approved fire extinguisher** for the purpose ie. **dry powder**, **CO_2**, or **halon**.
4. If a **fire extinguisher** is **not** available, smother the flames with a **damp cloth**; **saucepan lid** or **fire blanket**.
   When smothering the flames **DO ENSURE** that your **face and arms** are **well protected** from the flames to eliminate risk of injury.
5. After the fire has been extinguished **do not move or touch** the pan for at least 30 minutes.
6. If you **fail** to put the fire out call the Fire Brigade immediately.

Cleaning/Caring for your Hob

IMPORTANT: Switch off electrical supply to the hob and ensure it is cold before cleaning.

Fig. 5



Gas Burners
It is important that the igniters and flame ports are kept clean.
In the case of the flame ports or gas ways becoming blocked, remove burner ring disc and burner ring (when cool) and place in pan with boiling water and detergent. Remove and clean with a stiff bristle brush under running cold water.
It is essential that no water or detergent is allowed to remain in the flame ports or gas ways. Replace disc and burner rings as shown in Fig. 5 with the lugs in the burner rings locating into the slots in the burner body.

If after cleaning, any burner fails to ignite, check that the electric supply has been turned on and that the igniter and burner parts are dry.
To clean the burner surround wipe with a damp cloth paying particular attention to the igniter – **DO NOT** damage with a sharp instrument. If the burner surround becomes discoloured during use, clean with Solvol Autosol ensuring that you do not damage the igniter.
The enamelled burner ring disc should not be immersed in cold water immediately after cooking as this could cause the enamel to crack.

Enamel parts and the Glass Hob
To clean these wipe over with a damp soapy cloth then rinse and dry with a soft cloth.
When cleaning the control panel area make sure that water is not allowed to enter the bottom chamber.
Stubborn stains can be removed by using a liquid cleaner eg. *Jif.*

Do not use scouring pads or abrasive powders as they can scratch the surface.

The Pan Supports and Spillage Bowls
Lift off for cleaning and wash in hot soapy water, rinse and dry. They can also be washed in a dishwasher.
Stubborn stains can be removed using a fine steel wool soap pad.